by the customer, what can be done to avoid suspension; and,

- b. offer to explain the payment and assistance options set out in Subsection C. of this Rule.
- (2) If the attempt to make personal contact with the customer, an adult at the premises, or other designated individual is not successful, the utility must give 24 hours written notice, which explains what can be done to avoid suspension, before suspending service. If the utility delivers the notice to the customer's premises, the utility must leave the notice in a conspicuous place where the notice is easy to see. If the utility mails the notice, the 24 hours begins 3 calendar days after the date the notice is postmarked. The utility must send the notice to the customer's address by first-class mail.

# C. Payment and Assistance Options

When an identified elderly or handicapped customer tells a utility they cannot pay a bill on time, or upon contacting an identified elderly or handicapped customer under Subsection B. of this Rule, the utility shall offer to:

- (1) Arrange a delayed payment agreement, or, for electric and gas utilities, arrange for levelized billing;
- (2) Explain the right to third party notice before suspension of service; and,
- (3) Provide the names of federal, state, and local bill payment assistance agencies.

# D. Records

:

A utility shall mark the accounts of identified elderly or handicapped customers. Utilities shall keep a record as required by Rule 7.02. of how they handled overdue accounts of elderly and handicapped customers.

# E. Not Weather Protection

(1) An electric or gas utility shall not suspend residential service to an elderly or handicapped customer on a day when the National Weather Service forecasts that a temperature of 95 degrees

Fahrenheit or higher will occur at any time during the following 24-hour period. For gas utilities, hot weather protection shall be limited to elderly or handicapped air conditioning customers only.

(2) The utility must obtain the forecast for the customer's weather zone from the National Weather Service reports on the morning of the day that the customer's shut-off is scheduled.

#### F. False Information

If a customer gives false information to a utility to qualify as elderly or handicapped, the utility may suspend service under Rule 6.01.G.

# Rule 6.19. Provisions for Landlords and Tenants

The following Rule applies to all utilities except telecommunications utilities.

#### A. Account Identification

Each utility shall file with the Commission procedures for identifying accounts where service is provided at an address different from the mailing address of the bill. The procedures may include requiring landlords to identify themselves as landlords and to identify their tenants by name, address, and account number. Without that identification, the utility shall not be required to treat a customer as a tenant unless it has actual knowledge or information that reliably indicates that the person to whom service is provided is a tenant.

#### B. Suspension Procedures

The utility shall not suspend service to an identified account for non-payment until it sends a suspension notice to the landlord. If no response is received from the landlord within 7 days from the mail date, the utility shall take the following actions:

- (1) Post a suspension notice in conspicuous locations such as near mail boxes, building entrances, exits, and other areas of common usage or mail a suspension notice to all tenants at least 14 days before suspending service;
- (2) Wait at least 30 days after the due date of the landlord's bill before suspending service; and,

(3) Allow any tenant to apply for service in the tenant's name if separate metering is feasible.

# C. Payment Liability

A utility shall not recover from a tenant or condition service to a tenant on the payment of any amounts owed by the landlord to the utility.

# Rule 6.20. Stopping Service at Customer Request

#### A. Notice

A customer who wants to stop service must tell the utility at least 5 days before the requested disconnection date.

The minimum 5 day notice period begins:

- (1) On the day the customer telephones the utility;
- (2) When the customer personally informs the local business office; or,
- (3) Three days after the customer has mailed the notice to the utility.

# B. Liability

The customer does not have to pay for service after the disconnection date requested by the customer, so long as proper notice was given according to Subsection A. of this Rule.

#### C. Confirmation

A utility must confirm the disconnection date if the customer asks.

#### SECTION 7. RECORDS AND REPORTS

# Rule 7.01. Application Records

- A. Each utility must keep a record of each written or verbal application for utility service except as provided in the Exception to Rule 3.01.B. Records of applications must be kept for at least 2 years unless cancelled or withdrawn. If an application is still active at the end of the 2 year period, it must be kept until it is served or until the application is cancelled or withdrawn.
- B. Each application record shall include:
  - (1) Name and current address of the applicant;
  - (2) Address of location where service is being requested;
  - (3) Date of the request;
  - (4) Date service is desired:
  - (5) Estimated service date:
  - (6) Class and grade of service applied for;
  - (7) Availability of facilities; and,
  - (8) The date service was provided or the reason service was delayed or deferred.

#### Rule 7.02. Account Records

- A. Each utility shall keep a ledger or other record of billings to and all money paid by each customer.
- B. The record shall contain all information necessary to figure bills, including customer name, mailing address, service location, account number, dates service was provided, meter readings, billed amounts, rate schedules and payment plans, any payment arrangements, and each transaction concerning each deposit.
- C. A utility shall mark the accounts of identified elderly and handicapped customers. Utilities shall keep a record of how they handled overdue accounts of elderly and handicapped customers.

D. Utilities shall keep records so that costs and payments for separate services can be easily identified.

# Rule 7.03. Deposit Records

Each utility shall keep a record containing the following information for each customer account:

- (1) The name of the customer for whom the deposit is made;
- (2) The service location;
- (3) The deposit amount;
- (4) The deposit date;

:

- (5) The reason for the deposit;
- (6) Each transaction concerning each deposit; and,
- (7) All efforts to return the deposit to the customer.

#### Rule 7.04. Complaint Records

A utility shall keep an up-to-date record of all customer complaints, showing the name and address of the complainant, the account number, the date and character of the complaint, action taken to resolve the complaint, and the date of resolution.

- A. Utilities shall keep the record in a way that allows reporting by name, account number, or telephone number; and category.
- B. Each utility shall establish categories for all complaints which allow utilities to record complaints by specific type.
- C. Utilities shall keep complaint records at least 3 years.

# Rule 7.05. Test and Inspection Records

Utilities shall make a complete record of every test or inspection which these Rules require. The record shall include the time, date, place, tester, inspector, and the results. Utilities shall keep test and inspection records at least 2 years, or as specified in these Rules or in the Commission's Special Rules.

# Rule 7.06. Operating Records

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- A. Each electric, gas, and water utility shall keep a detailed record of its production, transmission, and/or distribution operations.
  - (1) The record shall include any units of service produced, purchased, and sent out. The record shall also include any fuels or other raw materials used in the production of the utility's product and the length of time each unit which produced the utility's product was operating, if applicable.
  - (2) The record shall be detailed enough to substantially replicate the operations of each production, transmission, and/or distribution unit for use in statistical and analytical studies for regulatory purposes.
- B. All utilities shall keep records so that costs for separate kinds of services or non-utility enterprises can be easily identified.

# Rule 7.07. Service Outage Records

Each utility shall keep records of all detected or documented service outages. Each record shall include the time, date, location, duration, cause, and extent of each outage. Utilities shall keep the records at least 2 years.

# Rule 7.08. Location of Records

Utilities shall keep records within the State of Arkansas, at the offices of the utility, or at locations outside the State of Arkansas authorized by the Commission. Such records shall be available at all reasonable hours for examination by the Commission, its representatives, or others authorized by the Commission.

# Rule 7.09. Reports to the Commission

#### A. Outages

Utilities shall promptly report outages in an individual city, town, or in the same general area, which last more than 4 hours and affect 100 or more customers by telephone to the Commission's Consumer Services Office. After normal business hours and on weekends and holidays, utilities may report outages by leaving a message on the Commission's Consumer Services Office recorder.

# B. Changes in Service

Each utility shall notify the Commission's Consumer Services Office in writing at least 30 days before making any major changes in its method of operation or in the character of service. For example, the closing of a utility business office, the moving of a utility's billing department out of state, and a telephone cut-over affecting a majority of the customers in any exchange would be considered major changes for the purposes of this Rule.

# C. Customer Complaints

Upon request, each utility shall make available in writing to the Commission the number of customer complaints by category as required by Rule 7.04.B. for the requested time period.

#### D. Reference Information

Each utility shall provide the Commission's Consumer Services Office with current copies of the following required information:

- (1) Information on Utility Service (Rule 2.01);
- (2) Current list of utility personnel who answer Commission questions about complaints (Rule 2.07. A.(3));
- (3) Service Application Form (Rule 3.02.);
- (4) Bill Form (Rule 5.02.);
- (5) Shut-Off Notice Form (Rule 6.05.); and.
- (6) Delayed Payment Agreement Form (Rule 6.14.).

New copies of the information shall be provided to the Commission's Consumer Services Office whenever the information is revised.

# E. Commission Requests for Reports

The Commission may request any information in any form from a utility which it has a right to obtain. (Ark. Code Ann. § 23-2-309.)

#### SECTION 8. GENERAL SERVICE STANDARDS

# Rule 8.01. Safe and Adequate Service

- A. Each utility shall operate and maintain its entire system so that service is safe, adequate, and reliable.
- B. Each utility shall inspect its entire system as necessary to have a reasonable knowledge of the system's condition at all times.

# Rule 8.02. Electrical Inductive and Conductive Effects

All utility companies shall coordinate their efforts and use all reasonable means to minimize the detrimental electrical inductive and conductive effects between utility systems. Priority shall be given to eliminating stray currents that affect quality of service or create potential hazards to the public.

# Rule 8.03. Extensions, Additions, Repairs, Changes and Improvements

After a public hearing, the Commission may require a utility to make extensions, additions, repairs, or changes in or improvements to any equipment, main, or line if the Commission finds that they should reasonably be made to promote the security or convenience of the public or to secure adequate service or facilities.

# Rule 8.04. Service Interruptions

#### A. Scheduled Interruptions

#### (1) Scheduling

Except in an emergency, utilities shall schedule interruptions so that the inconvenience to customers is minimized.

#### (2) Notice

Utilities shall make reasonable efforts to notify customers affected by a scheduled interruption as far ahead as practical and give them the date, time, and planned length of the interruption.

# B. Unforeseen Interruptions

Utilities shall make reasonable efforts to notify customers affected by an unforeseen interruption as soon as practical and explain the cause and how long it will last.

# C. Restoration Priority

Utilities shall make every reasonable effort to first restore service which affects public health and safety.

# Rule 8.05. Emergency Repair Service and Telephone Number

- A. Each utility shall perform emergency repair service. The utility shall take into account both the needs of the customer and the safety of utility personnel. Emergency restoration requirements are in the Commission's Special Rules.
- B. Each utility shall list in each local exchange carrier directory covering any area it serves an emergency repair service number where a customer may call toll-free. (Collect calls accepted by the utility are considered to be toll-free calls.) The emergency number shall be manned 24 hours a day or shall have a recording or answering service directing the caller to a number manned 24 hours a day.

#### Rule 8.06. Emergency Response to Outages

#### A. Restoration Priority

Utilities shall first attempt to restore service which affects public health and safety.

#### B. Restoration Procedures

Each utility shall have written procedures for designated employees to follow during major service outages. The procedures shall contain at least the following:

- (1) Notification procedures for emergency response personnel;
- (2) General location(s) of equipment, tools, and materials normally needed to restore service;

- (3) Procedures for notifying fire, police, medical and other public officials; and,
- (4) General procedures to determine whether the system is safe.

# Rule 8.07. Marking Locations of Underground Pacilities

Unless otherwise agreed to by the excavator, each utility shall mark the approximate location of its underground facilities, in compliance with Ark. Code Ann. §§ 14-271-110 and 14-271-111, within 2 working days of notification from the One Call Center or the excavator.

# ARKANSAS PUBLIC SERVICE COMMISSION



# RULES FOR INTEREXCHANGE SERVICE PROVIDERS

# RULES OF INTEREXCHANGE SERVICE PROVIDERS

# **TABLE OF CONTENTS**

nre	$\mathbf{N}\mathbf{I}$	

SECTION 1. APP	LICABILITY AND SCOPE	
Rule 1.01.	Applicability	1-1
Rule 1.02.	Purpose and Scope	
Rule 1.03.	Exemption from Rules	
Rule 1.04.	Duties Under the Law	
Rule 1.05.	Discrimination Prohibited	1-2
Rule 1.06.	Retaliation Prohibited	1-2
Rule 1.07.	Availability of Rules	1-2
SECTION 2. PRO	VISION OF SERVICE AND CERTIFICATION	
Rule 2.01.	Provision of Service	2-1
Rule 2.02.	Availability of Service	2-1
Rule 2.03.	Certification	2-1
SECTION 3. OPE	RATOR SERVICES	
Rule 3.01.	Operator Services - Aggregator Location	3-1
SECTION 4. PRIV	ATE PAY TELEPHONE SERVICE	
Rule 4.01.	Applicability	<b> 4-</b> 1
Rule 4.02.	Certification	4-1
Rule 4.03.	Rates and Service	4-1
Rule 4.04.	Notice	4-3
Rule 4.05.	Confinement Facilities	4-4
SECTION 5. RATI	ES AND SERVICES/TARIFFS	
Rule 5.01.	Filed With the Commission; Presumed Lawful	5-1
Rule 5.02.	Investigation, Complaint; Suspension	5-1
Rule 5.03.	Tariff Contents	5-1
Rule 5.04.	Statewide Average Rates	<b></b> 5-1
SECTION 6. BILL	ING .	
Rule 6.01.	Required Information	6-1
Rule 6.02.	Over- and Underbilling	
Rule 6.03.	Wrong Number Credit	
Rule 6.04.	Prepaid Services	
Rule 6.05.	Deposits	

<b>SECTION 7.</b>	. RECO	RDS AND REPORTS	
Rule	7.01.	Annual Reports	7-1
Rule	7.02.	Other Records	7-1
Rule	7.03.	Other Reports	7-1

# RULES FOR INTEREXCHANGE SERVICE PROVIDERS

# **ADMINISTRATIVE HISTORY**

Docket	Date	Order No.	Subject Matter of Docket/Order
94-201-R	08-15-95	2	Adoption of Rules for Interexchange Service Providers.
94-201-R	01-25-96	6	Modification of the Rules for Interexchange Service Providers to incorporate the Interexchange Service Provider Rules, Private Pay Telephone Service Rules, Operator Service Provider Rules, Special Rules for Class K Carriers, and the General Service Rules for Class K Carriers.

# **DEFINITIONS**

# Access Code

A sequence of numbers that, when dialed, connect the caller to an interexchange carrier or provider of operator services associated with that sequence.

# Aggregator

Any person or entity, excluding local exchange carriers and cellular service providers, that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for intrastate telephone calls using a provider of operator services.

# Automated Message Delivery Services (AMDS)

A service which provides a consumer who receives a busy signal or no answer the option to automatically leave a message for subsequent delivery.

# **Branding**

The process by which an operator service provider audibly and distinctly identifies itself to every person using its operator services.

# Commission

The Arkansas Public Service Commission.

# Equal Access Code

An access code that allows the public to obtain equal access connection to the carrier associated with that code.

# Interexchange Carrier

Any entity that is not a local exchange carrier and that provides interexchange communication services to the public for compensation in the State of Arkansas.

# Local Exchange Carrier (LEC)

A telecommunications utility that has been allocated a franchised geographic territory and certificated by the Commission to provide local network access (dial tone) to end users of telecommunications services.

# D-1 Rules for Interexchange Service Providers

# Operator Services - Aggregator Location

Any intrastate telecommunications service initiated from an aggregator location that includes, as a component, any automatic or live assistance to a consumer to arrange for billing or completion, or both, of any intrastate telephone call through a method other than automatic completion with billing to the telephone from which the call originated, or completion through an access code used by the consumer with billing to an account previously established with the carrier by the consumer.

# Pre-subscribed Provider of Operator Services

The intrastate provider of operator services to which the consumer is connected when the consumer places a call using a provider of operator services without dialing an access code.

# Private Pay Telephone Service (PPTS)

The offering of pay telephone service to the public by means of a coin or coinless telephone instrument which is not provided by the LEC serving the area where the telephone instrument is located.

# Private Pay Telephone Service Provider (PPTS Provider)

Any individual, corporation, partnership or other entity except an LECs offering telephone service to the public for compensation through pay telephone instruments capable of originating or receiving telephone service.

# Splashing

:

The transfer of a telephone call from one operator service provider to another in a manner that the subsequent provider is unable or unwilling to determine the location of the origination of the call and, because of such inability or unwillingness, is prevented from billing the call on the basis of the originating location.

# **Telecommunications Utility**

Any utility or person providing any form of telecommunications service to the public where such service is subject to the jurisdiction of the Arkansas Public Service Commission.

#### SECTION 1. APPLICABILITY AND SCOPE

# Rule 1.01. Applicability

These Rules shall apply to all interexchange carriers except cellular mobile carriers and resellers of cellular mobile service. These Rules are applicable to local exchange carriers to the extent that these Rules regulate interconnection of customer owned pay telephones to the public switched telephone network.

# Rule 1.02. Purpose and Scope

- A. The purpose of these Rules is to recognize the competitive nature of the interLATA telecommunications marketplace and to provide equal opportunity for Interexchange Carrier competitors in that marketplace.
- B. These Rules define the Commission's regulation of Interexchange Carriers that provide intrastate services in Arkansas, pursuant to this Commission's jurisdiction over the intrastate business and property of all telecommunications utilities providing service in this state. These Rules set forth the regulatory conditions and responsibilities for Interexchange Carriers subject to this Commission's jurisdiction. Specifically, these Rules eliminate rate base/rate of return regulation for Interexchange Carriers.
- C. Any general utility service regulation, policy, procedure, rule, or service application, except those approved in special contracts by this Commission, that conflicts with these Rules is void and unlawful, unless the utility files a formal application for an exemption and the Commission approves it. These Rules are not intended to, and do not, affect or replace any Commission-approved general service regulation, policy, procedure, rule, or service application of any utility which addresses items other than those covered in these Rules.
- D. Unless the context otherwise requires, wherever the masculine gender is used in these Rules, it shall include the feminine gender.
- E. Unless the context otherwise requires, wherever the singular form of a word is used in these Rules, it shall include the plural form, and wherever the plural form is used, it shall include the singular.

# Rule 1.03. Exemption from Rules

Amendments or exemptions to the Commission's Rules may be granted by the Commission in conformity with the Commission's Rules of Practice and Procedure, or as otherwise provided

1-1 Rules for Interexchange Service Providers

within these Rules.

# Rule 1.04. Duties Under the Law

These Rules shall in no way relieve any person or entity of any duty under the laws of the State of Arkansas or the United States of America.

# Rule 1.05. Discrimination Prohibited

A utility shall not unlawfully discriminate against an applicant for service or an existing customer in the provision of utility service based on race, color, creed, religion, national origin, sex, marital status, or receipt of public assistance.

# Rule 1.06. Retaliation Prohibited

A utility shall not retaliate against any applicant or customer for exercising a right or enforcing an obligation created by any Commission Rule or for acting within the law.

# Rule 1.07. Availability of Rules

# A. Utilities

# (1) To Employees

Utility employees who are responsible for the application and explanation of any of these Rules shall have ready access to those Rules which apply to their respective job responsibilities. Ready access to the Rules means that they are easily accessible to a utility employee in his work area at the utility's offices.

# (2) To Members of the Public

These Rules and any approved additions, revisions, or exemptions to these Rules shall be on display in each utility business office and be available for inspection. Each utility shall provide a copy of any pertinent part of these Rules to an applicant or customer upon request.

# 1-2 Rules for Interexchange Service Providers

# B. Arkansas Public Service Commission

These Rules shall be on display and available for inspection in the Office of the Secretary of the Commission. A copy of the Rules will be provided to any member of the public upon request.

# SECTION 2. PROVISION OF SERVICE AND CERTIFICATION

# Rule 2.01. Provision of Service

To ensure the continued provision of interexchange telecommunication services in a manner consistent with the public interest, it is the Commission's policy that every local exchange area have access to interexchange telecommunications service, except that an Interexchange Carrier must be allowed to discontinue service, without Commission approval, to a local exchange area if comparable service is available in the area and the discontinuance is not contrary to the public interest. This section does not authorize the Commission to require an Interexchange Carrier that has not provided services to a local exchange area during the previous 12 months and that has never provided services to that same local exchange area for a cumulative period of one year at any time in the past to initiate services to that local exchange area.

# Rule 2.02. Availability of Service

Each interexchange carrier shall provide the telecommunications services offered in their respective tariffs on a continuous twenty-four (24) hour basis.

# Rule 2.03. Certification

No Interexchange Carrier shall offer intrastate long distance or toll service within the state of Arkansas without first obtaining a certificate of public convenience and necessity (CCN) from the Commission. All applications shall be made in accordance with the Commission's Rules of Practice and Procedure.

#### SECTION 3. OPERATOR SERVICES

# Rule 3.01. Operator Services - Aggregator Location

# A. Posting Requirements

:

- (1) Each Operator Services Provider (OSP) shall:
  - a. Ensure, by contract or tariff, that each aggregator, for which such provider is the pre-subscribed provider of operator services, posts on or near the telephone instrument, in plain view of consumers:
    - (i) the name, address and toll-free number of the provider of operator services;
    - (ii) a written disclosure that the rates for all operator-assisted calls are available on request, and that consumers have a right to obtain access to the intrastate common carrier of their choice and may contact their preferred intrastate common carrier for information on accessing that carrier's service using that telephone; and,
    - (iii) the name and address of the Consumer Services Office of the Arkansas Public Service Commission, to which the consumer may direct complaints regarding operator services.
  - b. Ensure, by contract or tariff, that aggregators will not block "800" or "950" access code numbers. "10XXX O+ and O-" access code numbers shall be unblocked for intrastate calls no later than one year from the date these rules become effective at locations where the serving local exchange carrier can provide originating line screening, unless the operator service provider (OSP) and/or the aggregator receives a waiver of this rule from the Commission.
  - c. Withhold payment, on a location-by-location basis, of any compensation, including commissions, to aggregators, if such provider reasonably believes that the aggregator is failing to meet the posting requirements or is blocking access, in violation of paragraph A.(1)a. or A.(1)b. of this rule.

# B. Disclosure and Billing Practices

(1) An operator services provider (OSP) shall "brand" calls to more fully ensure that customers have freely chosen to use that company's services. The first brand must occur at the beginning of the call prior to the entering of a billing number by the

# 3-1 Rules for Interexchange Service Providers

customer. For automated systems, the first brand shall occur prior to or immediately after the "bong tone", which signals callers to begin entering a dialing number. OSPs using automated equipment that routes calls to other service providers based on the billing information provided by the consumer may brand immediately after the input of such billing information so that the consumer hears only the brand of the OSP who is actually handling the call. Parties shall not brand in the name of another party if rates are merely modeled on or copied from that party's rates and that party has not consented to the use of its name in the brand. The second brand shall occur before connecting the call and before a charge is incurred by the end user.

- (2) An OSP shall allow consumers to terminate calls without incurring a charge before a connection is completed.
- (3) An OSP shall disclose upon request and at no cost to the consumer, information regarding its rates and charges. Any rates quoted by an OSP must be exact rather than approximate, based on the pricing of the specific call.
- (4) An OSP shall not bill for unanswered calls in areas where answer supervision is available, and shall not knowingly bill for such calls where answer supervision is not available. This rule shall not apply to providers of automated message delivery services (AMDS), provided that the AMDS provider does not bill for the initial call if it is unanswered or uncompleted.
- (5) An OSP shall not "splash" a call except when a consumer specifically requests that the call be completed, is informed that the bill for the call might reflect a different originating location, and consents to having the call splashed.
- OSPs, including automated services, must connect emergency calls to the appropriate emergency service serving a caller's location at no charge to the caller. Emergency calls shall be connected to the appropriate emergency service provider for the reported site of the emergency when the originating call location is different from the site of the emergency.
- (7) An OSP shall provide consumers using its services access to a live operator at the outset of the call and prior to the consumer incurring a charge.
- (8) An OSP shall disclose, without a charge and upon request, the methods by which complaints concerning such rates, charges, or collection practices will be resolved.
- (9) An OSP shall not impose any charges over and above the rates on file with the Commission. An OSP shall not bill or include as part of its operator service charges, any surcharge imposed by the call aggregator for or in connection with

# 3-2 Rules for Interexchange Service Providers

telephone service provided by the OSP.

- (10) OSPs shall report intrastate usage to the Administrator of the Arkansas Carrier Common Line Pool for appropriate recovery of non-traffic sensitive costs associated with the local loop.
- (11) The OSP's name and a toll free number for complaints shall be included on enduser bills. At the request of the consumer, the OSP shall provide the consumer with the Commission's Consumer Services Office toll free number.
- (12) The OSP shall render bills not later than ninety (90) days after service is provided.
- OSP rates for intrastate services shall not exceed the rates charged by AT&T for similar services (including time-of-day and day-of-week discounts). OSP rates for local operator service shall not exceed the rates charged by Southwestern Bell Telephone Company (SWBT) for similar service. When AT&T or SWBT rates change, the OSP shall have sixty (60) days in which to file tariff revisions to reflect any reductions in rates.
- (14) If an OSP satisfies Rules 3.01.A.(1)a. and b. by contract, the OSP shall file sample location contracts with the Commission and the sample location contracts shall be maintained with the OSP's tariffs in the Office of the Secretary of the Commission.

# C. Exemptions

Correctional and immate facilities are exempt from all OSP rules except Rule 3.01.B.(10) and (14), and Rule 3.01.B.(13) with the exception of time-of-day and day-of-week discounts.

#### D. Violation of Rules

In addition to any other applicable sanctions pursuant to statute or rule, any OSP, after notice and hearing, found to have knowledge that an aggregator served by the OSP is and continues to be in violation of any provision of Rule 3.01.A. shall be subject to monetary sanctions and the OSP's certificate of public convenience and necessity to operate as a public utility may be revoked.

#### SECTION 4. PRIVATE PAY TELEPHONE SERVICE

# Rule 4.01. Applicability

These Rules shall be applicable to all providers of privately owned or customer owned public or semi-public or confinement facility pay telephone service whether provided through coin or coinless instruments.

# Rule 4.02 Certification

- A. No PPTS provider shall offer or sell intrastate private pay telephone service within the state of Arkansas without first obtaining a certificate of public convenience and necessity (CCN) from the Commission. All applications shall be made in accordance with the Commission's Rules of Practice and Procedure applicable to telecommunications utilities.
- B. All PPTS instruments must be connected to the public switched network through the lines provided by the LEC serving the exchange where the instrument or instruments are located pursuant to the applicable LEC tariffs. Copies of the CCN to provide PPTS must be provided to the LEC prior to the establishment of service.
- C. The PPTS Provider is responsible for abiding by all applicable Arkansas statutes, Commission rules and regulations, and LEC tariffs. Penalties for a finding of failure to comply include but are not limited to immediate disconnection of service and revocation of the PPTS provider's CCN.

#### Rule 4.03. Rates and Service

- A. PPTS rates for intrastate service shall not exceed the rates charged by AT&T for similar service (including time-of-day and day-of-week discounts). PPTS rates for local operator service shall not exceed the rates charged by Southwestern Bell Telephone Company (SWBT). When AT&T or SWBT rates change, the PPTS provider shall have sixty (60) days in which to file tariff revisions to reflect any reductions in rates.
- B. The PPTS provider shall maintain on file with the Commission a list of locations where the PPTS provider is providing private pay telephone service. The PPTS provider is responsible for filing all changes in location with the Secretary of the Commission within thirty (30) days of the change and maintaining on file with the Secretary of the Commission a current and accurate list of locations of PPTS instruments. The list shall be filed in Docket No. 86-033-A pursuant to Docket No. 94-201-R.

# 4-1 Rules for Interexchange Service Providers